

YOUR FEEDBACK IS IMPORTANT TO US

Bairnsdale Regional Health Service is committed to providing a consumer focused health service and recognizes the value of feedback from patients, clients, carers or visitors as a source of information to support service improvement.

If you are happy with our service, or have a suggestion or complaint, please talk to one of our staff or fill in this form. If you would like to speak to a manager this can be arranged - please ask any member of staff.

All complaints are investigated and reported to the Board of Management and the Community Advisory Committee. If you would like us to respond to you, please provide your contact details on this form. If you wish to remain anonymous, any issues you raise will still be fully investigated.

If you need help or are unable to fill in this form please speak to a staff member and they will help you.

Lodging a complaint will not impact on any future care or treatment you receive from our service.

To Review Your Complaint

The Chief Executive Officer will:

- Acknowledge in writing, to you, that the complaint has been received.
- Refer the complaint to the relevant manager for investigation and follow up.
- Advise you of the outcome.

If You Don't Want To Speak To Anyone At The Hospital

The Health Services Commissioner is an independent statutory authority established to receive and resolve complaints on health service providers. This is a free service and discussions are confidential.

Phone: 1300 582 113

Email: hsc@dhhs.vic.gov.au

Website: www.health.vic.gov.au/hsc

OTHER CONTACTS FOR YOUR INFORMATION

Victorian Equal Opportunity & Human Rights Commission

Level 3, 204 Lygon Street
Carlton, VIC 3053

Phone: 1300 891 848

Email: complaints@veohrc.vic.gov.au

If you have concerns about care of your relative in Aged Care and you do not wish to contact the hospital directly you may contact:

Aged Care Complaints Commissioner

Locked Bag 3
Collins Street East Vic 8003

Phone: 1800 550 552

Website: www.agedcarecomplaints.gov.au

Elder Rights Advocacy

Level 4, 140 Queens Street
Melbourne Vic 3000

Phone: 03 9602 3066 or 1800 700 600

Email: era@era.asn.au

Website: era.asn.au

If you have any concerns about disability services at Bairnsdale Regional Health Service, please contact:

Disability Services Commissioner

Level 30, 570 Bourke Street,
Melbourne VIC 3000

Phone: 1800 677 342 (free call) or
1300 728 187 (local call)

Website: www.odsc.vic.gov.au

Bairnsdale Regional Health Service

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Consumer Feedback Form



